

DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – ATASCADERO (DSH-A)
HUMAN RESOURCES DEPARTMENT

JOB CLASSIFICATION: STAFF SERVICES MANAGER I (Employee Relations Manager)

1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES -

Under general direction of the Staff Services Manager III, influence and advise DSH-Atascadero managers and supervisors in developing and implementing strategies for a high performing workforce, including improving employee accountability and engagement and taking appropriate/corrective action. Proactively address the more complex, difficult and/or sensitive performance management, progressive discipline and leave management cases.

- 40% **Coach program managers/supervisors and collaborate with them in the development and implementation of strategies to improve/drive employee performance, engagement, and accountability, onboarding.** Counsel and/or participate with managers in implementing/communicating constructive disciplinary action, including reassignment and demotion. Proactively address the more complex, difficult, and/or sensitive performance/discipline issues by providing timely, thorough, and defensible analysis and recommendations that are consistent with State Personnel Board (SPB) and/or California Department of Human Resources (CalHR) laws and rules, applicable case law, collective bargaining agreement provisions, and generally accepted Human Resources management practices. **Prepare formal Notices of Adverse Action packages and Rejections during probation on the more complex, difficult, and/or sensitive matters.** Provide timely, thorough, and defensible analysis and collaboration with stakeholders on the more complex and/or sensitive investigations, including those involving managers, supervisors, attorneys and other staff with litigation expertise or litigious orientation in high visibility roles or with potential high impact to program operations,
- 30% **Prepare for and represent DSH-A in administrative law hearings (e.g., SPB, Unemployment Insurance Appeals Board) to resolve/settle formal actions and disputed decisions.** Consult with DSH-Legal as appropriate. Coordinate hearing schedule on appeals. Prepare for and participate in the settlement agreement process including responsibility for negotiating, writing and obtaining approval from all parties (management, SPB, CalHR, appellant/representative) for Stipulated Settlement Agreements to settle formal actions and communicate outcomes.

- 20% **As supervisor, ensure that formal actions are consistent with established practices and are defensible. Review the department's Notices of Adverse Action, Rejections During Probation, and AWOL Separations prior to formal service to ensure that actions/notices are consistent with established practices (timeliness, appropriateness with similar circumstances, and properly substantiated) and are defensible. Advise and train management and supervisory staff on developing and defending actions/notices. Counsel and train designated Skelly Officers on Skelly procedures as needed. Stay abreast of statutory changes and precedential decisions. Supervise, manage and provide direction to Labor Relations Analyst, Employee Relations Analyst, and Discipline/FMLA Analyst. Assess, develop and implement training needs for current and future staff assignments.**
- 10% **Complete projects as assigned. Collaborate with other DSH/HR staff (Internal Investigations, Equal Employment Opportunity Officer, DSH-Sacramento Human Resources/Labor) to identify and research trends in employee conduct and recommend proactive resolutions/strategies/training. Provide general assistance to managers/supervisors in goal-setting. Update Performance Management databases for reporting purposes, including adverse action database with results of actions, settlement agreements, SPB/CalHR rulings.**

2. SUPERVISION RECEIVED

Human Resources Director (Staff Services Manager III)

3. SUPERVISION EXERCISED

1.0 Associate Government Program Analyst (Employee Relations Analyst); 1.0 Labor Relations Analyst; 1.0 Staff Services Analysts (Discipline/FMLA Analyst)

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and principles; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

ABILITY TO:

Reason logically and creatively and utilize a wide variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.

5. REQUIRED COMPETENCIES

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness of multicultural issues in the workplace that enable the employee to work effectively with culturally diverse clientele.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES

- Computer data entry, frequent light lifting, bending, reaching, carrying, and telephone work; mobility to various working areas.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car. Travel may occasionally be for extended periods.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Proficient knowledge of State civil service laws, rules, policies, and procedures, Equal Employment Opportunity guidelines, fair employment practices, DSH-A and human resources guidelines and practices relating to performance management.

6. TRAINING - Training Category = 10

The employee is required to keep current with the completion of all required training.

7. WORKING CONDITIONS (FLSA)

Computer data entry, frequent light lifting, bending, reaching, carrying, and telephone work; mobility to various working areas. Will occasionally involve work in the evenings. The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Employee's Signature

Date

Supervisor's Signature

Date

Reviewing Officer's Signature

Date